



WHAT TO DO WHEN A DEVICE GOES MISSING

It's something that all Technology Specialists dread: a teacher contacts you and tells you that a student can't find (read: lost) the device assigned to them. This becomes a problem for the teacher, as they are now likely one device short; for the school, because they are now missing a device worth several hundred dollars; and for the student, as their personal information and documents are now floating around somewhere in the world.

Fortunately, there are some ways to find missing devices, and even to prevent it from happening in the first place.

iPads:

Because iPads are built on iOS, which started as an operating system for cell phones, they have some pretty fancy tricks for finding missing devices.

The best way to find missing Apple devices is to use the Find iPhone app. It is accessible from any iOS device or at icloud.com. From there, you can see a map showing the approximate location of each of your Apple devices. Several options are available from within the app by clicking on a device. You can make it play a sound and it will beep until someone stops it from the device. Another option is to put it into lost mode, which will display a customizable message on the device. Finally, if you are sure the device is lost and won't ever be returned (especially if it might have confidential information on it), you can completely wipe the device.

Chromebooks:

Unfortunately for teachers, there isn't such a clean way to find a missing Chromebook. There are still some ways to disable a missing device until it is found and to prevent unauthorized users from getting into it.

In Google Admin, you can disable a device by going into Device Management, finding the missing device (see Bonus E-Tip #1), checking the box next to it, and clicking "disable" under the More Actions dropdown. This will display a customizable message (see Bonus E-Tip #2) on the screen and prevent anyone from logging in until the device is re-enabled. You can also check recent activity by clicking on the device name (this will allow you to see who most recently logged in and therefore the most likely person to have the device).

Bonus E-Tip #1: Giving Chromebooks Real Names

You can use the "Asset ID" field in Google Admin to give your devices useful names (like cart 1 #1) to make it easier to search for devices. Just go to Device Management, click the serial number of the device you want to name, then click "Custom Fields", "Edit", and name your devices!

Finally, GoGuardian is an extensive system for management of Chromebooks. The services they provide include not only tracking the location of devices, but also classroom management (freeze the screen, lock to a specific app or website, etc.) and most recently, a suicide monitoring and prevention system.



Preventing loss before it happens:

The best way to prevent missing devices is to have a system in place from the beginning of the year. This could include a procedure for checking in and out devices, a system where each student uses the same device all year, or a visual check before leaving the classroom to make sure that all devices are returned to the appropriate location. One of the best methods for making sure that all devices are accounted for is to only allow a few students to get their device at a time, and to return them in the same way. This prevents chaos which could lead to misplaced devices. The return process should happen before the bell rings, so that there is plenty of time to make sure everything is secure before students leave the room.

Find more E-tips at <https://goo.gl/qPn7bN>.

Bonus E-Tip #2: Google Admin Settings

Prior to setting up any Chromebook in a school, double check the following settings by searching “Forced Re-enrollment” at the top of Google Admin:

Forced Re-enrollment: This should be set to “Force device to re-enroll into this domain after wipe”. This will prevent someone from wiping the device to gain access to it (essentially making it useless if they don’t have a school account).

Disabled device return instructions: A customizable message that shows up on disabled devices. You should include an address or phone number here for people to contact about returning the device.

Guest Mode: Set this to “Do not allow guest mode” to prevent people from accessing the device without a domain login.

Sign-in Restriction: Enter *@yourdomain.com (where yourdomain.com is your school’s domain) to only allow logins by people with a school Google account.

Autocomplete Domain: Set the drop-down box to “Use the domain name set below” and enter yourdomain.com to restrict sign-in. **BONUS:** Students don’t have to type the domain name at each login. (Extra helpful if you have a **LONG** domain!)